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AMENDMENT TRANSMITTAL LETTER (Large Entity)					Docket No. 00750436AA	
Applicant(s): H. Young, et al.						
Application No. 09/723,519	Filing Date November 28, 2000	Examiner S. M. M. Diaz	Customer No. 30743	Group Art Unit 3623	Confirmation No. 6445	
Invention: CUSTOMER RELATIONSHIP MANAGEMENT BUSINESS METHOD						
 COMMISSIONER FOR PATENTS:						
Transmitted herewith is an amendment in the above-identified application.						
The fee has been calculated and is transmitted as shown below.						
CLAIMS AS AMENDED						
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE	
TOTAL CLAIMS	7 -	20 =	0 x	\$18.00	\$0.00	
INDEP. CLAIMS	1 -	3 =	0 x	\$86.00	\$0.00	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00	
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00	
<div style="display: flex; justify-content: space-between;"> <div> <input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 09-0458 <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input checked="" type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. </div> <div style="text-align: right;"> Dated: September 24, 2004 </div> </div> <div style="margin-top: 20px;">  C. Lamont Whitham Reg No. 22,424 Whitham, Curtis & Christofferson, PC 11491 Sunset Hills Road, Suite 340 Reston, Virginia 20190 703-787-9400 </div>						
<div style="border: 1px solid black; padding: 5px;"> I certify that this document and fee is being deposited on _____ with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450. </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> Signature of Person Mailing Correspondence </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> HAND DELIVERED </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> Typed or Printed Name of Person Mailing Correspondence </div>						

cc:



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of

Howard Young et al.

Group Art Unit 3623

Serial No. 09/723,519

Examiner Susanna M. Meinecke Diaz

Filed November 28, 2000

Confirmation No. 6445

For CUSTOMER RELATIONSHIP
MANAGEMENT BUSINESS METHOD

Box AF
Commissioner for Patents
Alexandria, Virginia 22313-1450

AMENDMENT UNDER 37 C.F.R. § 1.116

Sir:

In response to the Office Action mailed July 13, 2004, please amend the
above-identified patent application as follows:

Amendments to the Specification: There are no amendments to the specification
in this paper.

Amendments to the Claims: The listing of the claims begins at page 2 of this
paper.

Amendments to the Drawings: There are no amendments to the drawings in this
paper.

Remarks: The "Remarks" section begins at page 4 of this paper.

BOX "AF"
RESPONSE UNDER 37 C.F.R. § 1.116
---EXPEDITE PROCEDURE---
EXAMINING GROUP 3623